SPD Branches

| Cases Reviewed |    | 15     |
|----------------|----|--------|
| Correct Cases  | 14 | 93.33% |
| Error Cases    | 1  | 6.67%  |

| Counts by Error Reason  |        |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|-------------------------|--------|---------------------|-------|---------------------|-------------------------|
| A VERIFICATION MISSING  |        |                     | 1     | 6.67%               | 100.00%                 |
| Counts by Error Element | Errors | % of reviewed cases |       |                     |                         |
| UNEARNED INCOME         | 1      | 6.67%               |       |                     |                         |

Review Month 12/2011

| Cases Reviewed |    | 15     |
|----------------|----|--------|
| Correct Cases  | 14 | 93.33% |
| Error Cases    | 1  | 6.67%  |

| Counts by Error Reason | Total | % of reviewed cases | % of total errors |
|------------------------|-------|---------------------|-------------------|
| A VERIFICATION MISSING | 1     | 6.67%               | 100.00%           |

|                                |               | % of reviewed |  |
|--------------------------------|---------------|---------------|--|
| <b>Counts by Error Element</b> | <b>Errors</b> | cases         |  |
| UNEARNED INCOME                | 1             | 6.67%         |  |

Review Month 12/2011

SPD Branches

| Cases Review  | 15 |         |
|---------------|----|---------|
| Correct Cases | 15 | 100.00% |
| Error Cases   | 0  | 0.00%   |

|                        |       | % of     | % of   |
|------------------------|-------|----------|--------|
|                        |       | reviewed | total  |
| Counts by Error Reason | Total | cases    | errors |

|                                |               | % of     |
|--------------------------------|---------------|----------|
|                                |               | reviewed |
| <b>Counts by Error Element</b> | <b>Errors</b> | cases    |

SPD Branches

| Cases Review  | 15 |         |
|---------------|----|---------|
| Correct Cases | 15 | 100.00% |
| Error Cases   | 0  | 0.00%   |

|                        |       | % of     | % of   |
|------------------------|-------|----------|--------|
|                        |       | reviewed | total  |
| Counts by Error Reason | Total | cases    | errors |

|                                |               | % of     |
|--------------------------------|---------------|----------|
|                                |               | reviewed |
| <b>Counts by Error Element</b> | <b>Errors</b> | cases    |

Review Month 12/2011

SPD Branches

SPD Dist 06

 Cases Reviewed
 30

 Correct Cases
 30
 100.00%

 Error Cases
 0
 0.00%

**Total** 

**Counts by Error Reason** 

% of % of reviewed total cases errors

% of reviewed Counts by Error Element Errors cases

Review Month 12/2011

#### SPD Branches

| Cases Revie   | wed | 25     |
|---------------|-----|--------|
| Correct Cases | 18  | 72.00% |
| Error Cases   | 7   | 28.00% |

| Counts by Error Reason                | Total | % of reviewed cases | % of<br>total<br>errors |
|---------------------------------------|-------|---------------------|-------------------------|
| C REPORTED INFORMATION NOT ACTED UPON | 3     | 12.00%              | 42.86%                  |
| D POLICY INCORRECTLY APPLIED          | 2     | 8.00%               | 28.57%                  |
| J DATA ENTRY ERROR                    | 2     | 8.00%               | 28.57%                  |

| Counts by Error Element | Errors | % of<br>reviewed<br>cases |  |
|-------------------------|--------|---------------------------|--|
| EARNED INCOME           | 4      | 16.00%                    |  |
| HOUSEHOLD COMPOSITION   | 2      | 8.00%                     |  |
| UNEARNED INCOME         | 3      | 12.00%                    |  |

Review Month 12/2011

### SPD Branches

| Cases Revie   | 15 |        |
|---------------|----|--------|
| Correct Cases | 13 | 86.67% |
| Error Cases   | 2  | 13.33% |

| Counts by Error Reason         |                     | Total | % of reviewed cases | % of total errors |
|--------------------------------|---------------------|-------|---------------------|-------------------|
| C REPORTED INFORMATION NOT AC  | CTED UPON           | 1     | 6.67%               | 50.00%            |
| D POLICY INCORRECTLY APPLIED   |                     | 1     | 6.67%               | 50.00%            |
| Counts by Error Element Errors | % of reviewed cases |       |                     |                   |
| HOUSEHOLD COMPOSITION 1        | 6.67%               |       |                     |                   |
| UNEARNED INCOME 2              | 13.33%              |       |                     |                   |

| ~     |       | ~ — |
|-------|-------|-----|
| SPD   | Dict  | 117 |
| OF II | 17151 | W/  |

| Cases Revie   | 40 |        |
|---------------|----|--------|
| Correct Cases | 31 | 77.50% |
| Error Cases   | 9  | 22.50% |

| Counts by Error Reason                | Total | % of reviewed cases | % of total errors |
|---------------------------------------|-------|---------------------|-------------------|
| C REPORTED INFORMATION NOT ACTED UPON | 4     | 10.00%              | 44.44%            |
| D POLICY INCORRECTLY APPLIED          | 3     | 7.50%               | 33.33%            |
| J DATA ENTRY ERROR                    | 2     | 5.00%               | 22.22%            |

| Counts by Error Element | Errors | % of reviewed cases |  |
|-------------------------|--------|---------------------|--|
| EARNED INCOME           | 4      | 10.00%              |  |
| HOUSEHOLD COMPOSITION   | 3      | 7.50%               |  |
| UNEARNED INCOME         | 5      | 12.50%              |  |

Review Month 12/2011

#### SPD Branches

| Cases Revie   | wed | 25     |
|---------------|-----|--------|
| Correct Cases | 23  | 92.00% |
| Error Cases   | 2   | 8.00%  |

| Counts by Error Reason                 |             | Total               | % of reviewed cases | % of total errors |        |
|--|-------------|---------------------|---------------------|-------------------|--------|
| G INFORMATION DISCOVERED THROUGH WQY2/ |             | 1                   | 4.00%               | 50.00%            |        |
| P INSUFFICIENT INFO FROM               | I INTERVIEV | W OR PEN            | 1                   | 4.00%             | 50.00% |
| Counts by Error Element                | Errors      | % of reviewed cases |                     |                   |        |
| EARNED INCOME                          | 1           | 4.00%               |                     |                   |        |
| UNEARNED INCOME                        | 1           | 4.00%               |                     |                   |        |

Review Month 12/2011

SPD Branches

| Cases Review  | 25 |         |
|---------------|----|---------|
| Correct Cases | 25 | 100.00% |
| Error Cases   | 0  | 0.00%   |

|                        |       | % of     | % of   |
|------------------------|-------|----------|--------|
|                        |       | reviewed | total  |
| Counts by Error Reason | Total | cases    | errors |

|                                |        | % of     |
|--------------------------------|--------|----------|
|                                |        | reviewed |
| <b>Counts by Error Element</b> | Errors | cases    |

Review Month 12/2011

### SPD Branches

| Cases Revie   | wed | 25     |
|---------------|-----|--------|
| Correct Cases | 22  | 88.00% |
| Error Cases   | 3   | 12.00% |

| Counts by Error Reason                 | Total | % of<br>reviewed<br>cases | % of<br>total<br>errors |
|--|-------|---------------------------|-------------------------|
| D POLICY INCORRECTLY APPLIED           | 1     | 4.00%                     | 33.33%                  |
| E INFORMATION DISCOVERED THROUGH WAGE/ | 1     | 4.00%                     | 33.33%                  |
| G INFORMATION DISCOVERED THROUGH WQY2/ | 1     | 4.00%                     | 33.33%                  |
| % of                                   |       |                           |                         |

| Counts by Error Element | Errors | reviewed<br>cases |  |
|-------------------------|--------|-------------------|--|
| EARNED INCOME           | 1      | 4.00%             |  |
| UNEARNED INCOME         | 2      | 8.00%             |  |

Review Month 12/2011

| טע זפוע ע גט | <b>SPD</b> | Dist | 08 |
|--------------|------------|------|----|
|--------------|------------|------|----|

| Cases Revie   | wed | 75     |
|---------------|-----|--------|
| Correct Cases | 70  | 93.33% |
| Error Cases   | 5   | 6.67%  |

|                               |                     | 0.0770 | % of              | % of            |
|-------------------------------|---------------------|--------|-------------------|-----------------|
| Counts by Error Reason        |                     | Total  | reviewed<br>cases | total<br>errors |
| D POLICY INCORRECTLY APPLIE   | D                   | 1      | 1.33%             | 20.00%          |
| E INFORMATION DISCOVERED T    | HROUGH WAGE/ECLM    | 1      | 1.33%             | 20.00%          |
| G INFORMATION DISCOVERED T    | HROUGH WQY2/W204    | 2      | 2.67%             | 40.00%          |
| P INSUFFICIENT INFO FROM INTI | ERVIEW OR PEND REQU | 1      | 1.33%             | 20.00%          |

| Counts by Error Element | Errors | % 01<br>reviewed<br>cases |  |
|-------------------------|--------|---------------------------|--|
| EARNED INCOME           | 2      | 2.67%                     |  |
| UNEARNED INCOME         | 3      | 4.00%                     |  |

Review Month 12/2011

SPD Branches

| Cases Revie   | wed | 15      |
|---------------|-----|---------|
| Correct Cases | 15  | 100.00% |
| Error Cases   | 0   | 0.00%   |

|                        |       | % of     | % of   |  |
|------------------------|-------|----------|--------|--|
|                        |       | reviewed | total  |  |
| Counts by Error Reason | Total | cases    | errors |  |

|                                |               | % of     |
|--------------------------------|---------------|----------|
|                                |               | reviewed |
| <b>Counts by Error Element</b> | <b>Errors</b> | cases    |

Review Month 12/2011

SPD Branches

SPD Dist 09

Cases Reviewed15Correct Cases15100.00%Error Cases00.00%

**Total** 

**Counts by Error Reason** 

% of % of reviewed total cases errors

Counts by Error Element Errors % of reviewed cases

Review Month 12/2011

#### SPD Branches

0911/0913

| <b>Cases Reviewed</b> |    | 25     |
|-----------------------|----|--------|
| Correct Cases         | 21 | 84.00% |
| Error Cases           | 4  | 16.00% |

| Counts by Error Reason                | Total | % of<br>reviewed<br>cases | % of<br>total<br>errors |
|---------------------------------------|-------|---------------------------|-------------------------|
| A VERIFICATION MISSING                | 1     | 4.00%                     | 25.00%                  |
| C REPORTED INFORMATION NOT ACTED UPON | 1     | 4.00%                     | 25.00%                  |
| D POLICY INCORRECTLY APPLIED          | 1     | 4.00%                     | 25.00%                  |
| K MISSING APPLICATION                 | 1     | 4.00%                     | 25.00%                  |

| <b>Counts by Error Element</b> | Errors | % of reviewed cases |  |
|--------------------------------|--------|---------------------|--|
| EARNED INCOME                  | 1      | 4.00%               |  |
| HOUSEHOLD COMPOSITION          | 2      | 8.00%               |  |
| UNEARNED INCOME                | 1      | 4.00%               |  |

Review Month 12/2011

### SPD Branches

| Cases Reviewed |    | 15     |
|----------------|----|--------|
| Correct Cases  | 10 | 66.67% |
| Error Cases    | 5  | 33.33% |

| Counts by Error Reason                 | Total | % of reviewed cases | % of<br>total<br>errors |
|--|-------|---------------------|-------------------------|
| C REPORTED INFORMATION NOT ACTED UPON  | 1     | 6.67%               | 20.00%                  |
| D POLICY INCORRECTLY APPLIED           | 2     | 13.33%              | 40.00%                  |
| G INFORMATION DISCOVERED THROUGH WQY2/ | 1     | 6.67%               | 20.00%                  |
| I INCORRECT CALCULATIONS               | 1     | 6.67%               | 20.00%                  |

| <b>Counts by Error Element</b> | Errors | % 01<br>reviewed<br>cases |  |
|--------------------------------|--------|---------------------------|--|
| EARNED INCOME                  | 1      | 6.67%                     |  |
| HOUSEHOLD COMPOSITION          | 3      | 20.00%                    |  |
| UNEARNED INCOME                | 3      | 20.00%                    |  |

#### SPD Branches

#### 1611/1612

| Cases Reviewed |    | 15     |
|----------------|----|--------|
| Correct Cases  | 13 | 86.67% |
| Error Cases    | 2  | 13.33% |

| Enoi Ca                    | ases   | 2 13.33/0           |       |                     |                         |
|----------------------------|--------|---------------------|-------|---------------------|-------------------------|
| Counts by Error Reason     |        |                     | Total | % of reviewed cases | % of<br>total<br>errors |
| D POLICY INCORRECTLY APPLI | IED    |                     | 1     | 6.67%               | 50.00%                  |
| G INFORMATION DISCOVERED   | THROUG | GH WQY2/            | 1     | 6.67%               | 50.00%                  |
| Counts by Error Element E  | rrors  | % of reviewed cases |       |                     |                         |
| EARNED INCOME              | 1      | 6.67%               |       |                     |                         |
| HOUSEHOLD COMPOSITION      | 1      | 6.67%               |       |                     |                         |
| UNEARNED INCOME            | 1      | 6.67%               |       |                     |                         |

| <b>SPD</b> | Dict | 1 | U |
|------------|------|---|---|
| ט נט       | Dist | 1 | v |

| <b>Cases Reviewed</b> |    | 55     |
|-----------------------|----|--------|
| Correct Cases         | 44 | 80.00% |
| Error Cases           | 11 | 20.00% |

| Counts by Error Reason                     | Total | reviewed cases | % 01<br>total<br>errors |
|--|-------|----------------|-------------------------|
| A VERIFICATION MISSING                     | 1     | 1.82%          | 9.09%                   |
| C REPORTED INFORMATION NOT ACTED UPON      | 2     | 3.64%          | 18.18%                  |
| D POLICY INCORRECTLY APPLIED               | 4     | 7.27%          | 36.36%                  |
| G INFORMATION DISCOVERED THROUGH WQY2/W204 | 2     | 3.64%          | 18.18%                  |
| I INCORRECT CALCULATIONS                   | 1     | 1.82%          | 9.09%                   |
| K MISSING APPLICATION                      | 1     | 1.82%          | 9.09%                   |

| <b>Counts by Error Element</b> | Errors | % of reviewed cases |  |
|--------------------------------|--------|---------------------|--|
| EARNED INCOME                  | 3      | 5.45%               |  |
| HOUSEHOLD COMPOSITION          | 6      | 10.91%              |  |
| UNEARNED INCOME                | 5      | 9.09%               |  |

Review Month 12/2011

SPD Branches

1811/1814

Cases Reviewed25Correct Cases25100.00%Error Cases00.00%

Counts by Error Reason Total cases errors

% of reviewed Counts by Error Element Errors cases

Review Month 12/2011

SPD Branches

SPD Dist 11

Cases Reviewed25Correct Cases25100.00%Error Cases00.00%

**Total** 

**Counts by Error Reason** 

% of % of reviewed total cases errors

Counts by Error Element Errors % of reviewed cases

SPD Branches

| Cases Reviewed |    | 15     |
|----------------|----|--------|
| Correct Cases  | 14 | 93.33% |
| Error Cases    | 1  | 6.67%  |

| Counts by Error Reason  |        |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|-------------------------|--------|---------------------|-------|---------------------|-------------------------|
| I INCORRECT CALCULATIO  | NS     |                     | 1     | 6.67%               | 100.00%                 |
| Counts by Error Element | Errors | % of reviewed cases |       |                     |                         |
| UNEARNED INCOME         | 1      | 6.67%               |       |                     |                         |

Review Month 12/2011

### SPD Branches

| <b>Cases Reviewed</b> |    | 15     |
|-----------------------|----|--------|
| Correct Cases         | 13 | 86.67% |
| Error Cases           | 2  | 13.33% |

| Counts by Error Reason  |           |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|-------------------------|-----------|---------------------|-------|---------------------|-------------------------|
| A VERIFICATION MISSING  |           |                     | 1     | 6.67%               | 50.00%                  |
| F INFORMATION DISCOVER  | ED THROUC | GH SMUX             | 1     | 6.67%               | 50.00%                  |
| Counts by Error Element | Errors    | % of reviewed cases |       |                     |                         |
| UNEARNED INCOME         | 2         | 13.33%              |       |                     |                         |

Review Month 12/2011

| Cases Reviewed |    | 30     |
|----------------|----|--------|
| Correct Cases  | 27 | 90.00% |
| Error Cases    | 3  | 10.00% |

|                                       |       | % of              | % of            |  |
|---------------------------------------|-------|-------------------|-----------------|--|
| Counts by Error Reason                | Total | reviewed<br>cases | total<br>errors |  |
| A VERIFICATION MISSING                | 1     | 3.33%             | 33.33%          |  |
| F INFORMATION DISCOVERED THROUGH SMUX | 1     | 3.33%             | 33.33%          |  |
| I INCORRECT CALCULATIONS              | 1     | 3.33%             | 33.33%          |  |

| Counts by Error Element | Errors | % of reviewed cases |  |
|-------------------------|--------|---------------------|--|
| UNEARNED INCOME         | 3      | 10.00%              |  |

Review Month 12/2011

### SPD Branches

| Cases Reviewed |    | 15     |
|----------------|----|--------|
| Correct Cases  | 11 | 73.33% |
| Error Cases    | 4  | 26.67% |

| Counts by Error Reason            | Total | % of reviewed cases | % of<br>total<br>errors |
|-----------------------------------|-------|---------------------|-------------------------|
| A VERIFICATION MISSING            | 1     | 6.67%               | 25.00%                  |
| B INCOMPLETE/INACCURATE NARRATION | 1     | 6.67%               | 25.00%                  |
| D POLICY INCORRECTLY APPLIED      | 2     | 13.33%              | 50.00%                  |
|                                   | 0/ 0  |                     |                         |

| Counts by Error Element | Errors | % of reviewed cases |  |
|-------------------------|--------|---------------------|--|
| EARNED INCOME           | 2      | 13.33%              |  |
| UNEARNED INCOME         | 2      | 13.33%              |  |

Review Month 12/2011

#### SPD Branches

#### 1211/1311

| Cases Revie   | 15 |        |
|---------------|----|--------|
| Correct Cases | 13 | 86.67% |
| Error Cases   | 2  | 13.33% |

| Counts by Error Reason  |        |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|-------------------------|--------|---------------------|-------|---------------------|-------------------------|
| D POLICY INCORRECTLY AF | PPLIED |                     | 2     | 13.33%              | 100.00%                 |
| Counts by Error Element | Errors | % of reviewed cases |       |                     |                         |
| UNEARNED INCOME         | 2      | 13.33%              |       |                     |                         |

### SPD Branches

3111/3112

| Cases Revie   | wed | 15     |
|---------------|-----|--------|
| Correct Cases | 14  | 93.33% |
| Error Cases   | 1   | 6.67%  |

| Counts by Error Reason  |        |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|-------------------------|--------|---------------------|-------|---------------------|-------------------------|
| D POLICY INCORRECTLY AF | PPLIED |                     | 1     | 6.67%               | 100.00%                 |
| Counts by Error Element | Errors | % of reviewed cases |       |                     |                         |
| EARNED INCOME           | 1      | 6.67%               |       |                     |                         |

|             | D. 4  | 10 |
|-------------|-------|----|
| <b>SPII</b> | Dist  |    |
| 171 1/      | 17151 |    |

| Cases Revie   | wed | 45     |
|---------------|-----|--------|
| Correct Cases | 38  | 84.44% |
| Error Cases   | 7   | 15.56% |

|                                   |       | % of              | % of            |  |
|-----------------------------------|-------|-------------------|-----------------|--|
| Counts by Error Reason            | Total | reviewed<br>cases | total<br>errors |  |
| A VERIFICATION MISSING            | 1     | 2.22%             | 14.29%          |  |
| B INCOMPLETE/INACCURATE NARRATION | 1     | 2.22%             | 14.29%          |  |
| D POLICY INCORRECTLY APPLIED      | 5     | 11.11%            | 71.43%          |  |

| Counts by Error Element | Errors | % of reviewed cases |   |
|-------------------------|--------|---------------------|---|
| EARNED INCOME           | 3      | 6.67%               | _ |
| LINEARNED INCOME        | 4      | 8 89%               |   |

SPD Branches

| Cases Review  | wed | 14     |
|---------------|-----|--------|
| Correct Cases | 13  | 92.86% |
| Error Cases   | 1   | 7.14%  |

| Counts by Error Reason         |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|--------------------------------|---------------------|-------|---------------------|-------------------------|
| D POLICY INCORRECTLY APPLIED   |                     | 1     | 7.14%               | 100.00%                 |
| Counts by Error Element Errors | % of reviewed cases |       |                     |                         |
| HOUSEHOLD COMPOSITION 1        | 7 14%               |       |                     |                         |

Review Month 12/2011

| SPD I | )ist | 14 |
|-------|------|----|
|-------|------|----|

| Cases Revie   | wed | 14     |
|---------------|-----|--------|
| Correct Cases | 13  | 92.86% |
| Error Cases   | 1   | 7.14%  |

| Counts by Error Reason       | Total | % of reviewed cases | % of total errors |
|------------------------------|-------|---------------------|-------------------|
| D POLICY INCORRECTLY APPLIED | 1     | 7 14%               | 100.00%           |

| Counts by Error Element | Errors | % of<br>reviewed<br>cases |   |
|-------------------------|--------|---------------------------|---|
| HOUSEHOLD COMPOSITION   | 1      | 7.14%                     | - |

Review Month 12/2011

#### SPD Branches

| Cases Reviewed |    | 16     |
|----------------|----|--------|
| Correct Cases  | 13 | 81.25% |
| Error Cases    | 3  | 18.75% |

| Counts by Error Reason  |           |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|-------------------------|-----------|---------------------|-------|---------------------|-------------------------|
| A VERIFICATION MISSING  |           |                     | 1     | 6.25%               | 33.33%                  |
| G INFORMATION DISCOVER  | ED THROUG | GH WQY2/            | 1     | 6.25%               | 33.33%                  |
| I INCORRECT CALCULATIO  | NS        |                     | 1     | 6.25%               | 33.33%                  |
| Counts by Error Element | Errors    | % of reviewed cases |       |                     |                         |
| UNEARNED INCOME         | 3         | 18.75%              |       |                     |                         |

SPD Branches

| Cases Reviewed |    | 15     |
|----------------|----|--------|
| Correct Cases  | 14 | 93.33% |
| Error Cases    | 1  | 6.67%  |

| Counts by Error Reason      | Total                 | % of reviewed cases | % of<br>total<br>errors |
|-----------------------------|-----------------------|---------------------|-------------------------|
| K MISSING APPLICATION       | 1                     | 6.67%               | 100.00%                 |
| revi                        | o of<br>lewed<br>ases |                     |                         |
| HOUSEHOLD COMPOSITION 1 6.0 | 67%                   |                     |                         |

Review Month 12/2011

SPD Branches

| Cases Reviewed |    | 15     |
|----------------|----|--------|
| Correct Cases  | 14 | 93.33% |
| Error Cases    | 1  | 6.67%  |

| Counts by Error Reason           |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|----------------------------------|---------------------|-------|---------------------|-------------------------|
| B INCOMPLETE/INACCURATE NARRATIO | ON                  | 1     | 6.67%               | 100.00%                 |
| Counts by Error Element Errors   | % of reviewed cases |       |                     |                         |
| HOUSEHOLD COMPOSITION 1          | 6.67%               |       |                     |                         |

Review Month 12/2011

SPD Branches

0314

 Cases Reviewed
 14

 Correct Cases
 14
 100.00%

 Error Cases
 0
 0.00%

Counts by Error Reason Total % of reviewed total cases errors

% of reviewed Counts by Error Element Errors cases

Review Month 12/2011

#### SPD Branches

#### SPD Dist 15

| Cases Reviewed |    | 60     |
|----------------|----|--------|
| Correct Cases  | 55 | 91.67% |
| Error Cases    | 5  | 8.33%  |

|                           |                   |       | % of           | % of            |
|---------------------------|-------------------|-------|----------------|-----------------|
| Counts by Error Reason    |                   | Total | reviewed cases | total<br>errors |
| A VERIFICATION MISSING    |                   | 1     | 1.67%          | 20.00%          |
| B INCOMPLETE/INACCURATE N | ARRATION          | 1     | 1.67%          | 20.00%          |
| G INFORMATION DISCOVERED  | THROUGH WQY2/W204 | 1     | 1.67%          | 20.00%          |
| I INCORRECT CALCULATIONS  |                   | 1     | 1.67%          | 20.00%          |
| K MISSING APPLICATION     |                   | 1     | 1.67%          | 20.00%          |

| Counts by Error Element | Errors | % of reviewed cases |  |
|-------------------------|--------|---------------------|--|
| HOUSEHOLD COMPOSITION   | 2      | 3.33%               |  |
| UNEARNED INCOME         | 3      | 5.00%               |  |

Review Month 12/2011

SPD Branches

| Cases Reviewed |    | 25      |
|----------------|----|---------|
| Correct Cases  | 25 | 100.00% |
| Error Cases    | 0  | 0.00%   |

|                        |       | % of     | % of   |
|------------------------|-------|----------|--------|
|                        |       | reviewed | total  |
| Counts by Error Reason | Total | cases    | errors |

|                                |        | % of     |
|--------------------------------|--------|----------|
|                                |        | reviewed |
| <b>Counts by Error Element</b> | Errors | cases    |

Review Month 12/2011

#### SPD Branches

| Cases Reviewed |    | 15     |
|----------------|----|--------|
| Correct Cases  | 11 | 73.33% |
| Error Cases    | 4  | 26.67% |

| Counts by Error Reason                 | Total | % of reviewed cases | % of<br>total<br>errors |
|--|-------|---------------------|-------------------------|
| A VERIFICATION MISSING                 | 1     | 6.67%               | 25.00%                  |
| G INFORMATION DISCOVERED THROUGH WQY2/ | 2     | 13.33%              | 50.00%                  |
| I INCORRECT CALCULATIONS               | 1     | 6.67%               | 25.00%                  |

| Counts by Error Element | Errors | % of<br>reviewed<br>cases |  |
|-------------------------|--------|---------------------------|--|
| EARNED INCOME           | 1      | 6.67%                     |  |
| UNEARNED INCOME         | 3      | 20.00%                    |  |

UNEARNED INCOME 1

### SPD Branches

3417

| Cases Reviewed |    | 24     |
|----------------|----|--------|
| Correct Cases  | 21 | 87.50% |
| Error Cases    | 3  | 12.50% |

| Counts by Error Reason  |        |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|-------------------------|--------|---------------------|-------|---------------------|-------------------------|
| I INCORRECT CALCULATIO  | NS     |                     | 3     | 12.50%              | 100.00%                 |
| Counts by Error Element | Errors | % of reviewed cases |       |                     |                         |
| EARNED INCOME           | 2      | 8.33%               |       |                     |                         |

4.17%

| ~    |      | _ | _ |
|------|------|---|---|
| CDIA | Digt | 1 | 4 |
| SPD  | DISL |   | u |

| <b>Cases Reviewed</b> |    | 64     |
|-----------------------|----|--------|
| Correct Cases         | 57 | 89.06% |
| Error Cases           | 7  | 10.94% |

| Counts by Error Reason                     | Total | % of reviewed cases | % of total errors |
|--|-------|---------------------|-------------------|
| A VERIFICATION MISSING                     | 1     | 1.56%               | 14.29%            |
| G INFORMATION DISCOVERED THROUGH WQY2/W204 | 2     | 3.13%               | 28.57%            |
| I INCORRECT CALCULATIONS                   | 4     | 6.25%               | 57.14%            |

| Counts by Error Element | Errors | % of<br>reviewed<br>cases |  |
|-------------------------|--------|---------------------------|--|
| EARNED INCOME           | 3      | 4.69%                     |  |
| LINEARNED INCOME        | 4      | 6.25%                     |  |